

# HEAR & Now

A semi-monthly employee performance message for supervisors

Your road map to success



## HEAR update

May 21, 2014

The deadline is rapidly approaching for the FY14 final reviews. As a matter of fact, here is a schedule of the assessment cycle and deadlines:

Level of Employee	Entire Assessment Cycle	Final Review Deadline	Deadline for New Plan
Non-Supervisor	July 1 – June 30	June 1 – June 30	July
Manager/Supervisor	August 1 – July 31	July 1 – July 31	August

To simplify this effort, we've created the following three options for you to access answers to any of your burning questions regarding the HEAR process or HEAR interim application:

1. Log onto the City of Houston's website at [www.houstontx.gov](http://www.houstontx.gov)
  - a. Type the word "HEAR" in the search field
  - b. **Click HEAR** (the first option)
2. Contact your department's certified **HEAR administrator** (follow the instructions above for a list of administrators)
3. Call the **HEAR hotline** at 832-393-7239



**Remember.** All employees, managers, and reviewing authorities must sign the final assessment to help advance the process forward. Each reviewing authority and employee will receive three separate notifications via the learning management system reminding them to sign their assessments prior to the fifteen-day deadline. The series of e-mails will follow the following schedule: an initial e-mail, a reminder e-mail approximately ten days prior to the deadline, and the last e-mail five days before the deadline. Managers and supervisors must meet with their employees for a minimum of twenty (20) minutes when administering the final assessment, according to AP-320. Additionally, they must administer the new FY15 plans no more than thirty (30) days after the FY14 final assessments are completed.

The Learning and Development Center (LDC) is ramping up its efforts to make learning the HEAR process as seamless as possible. To that end, the LDC is offering HEAR department administrators a two-hour refresher on June 12 designed to help these administrators support their departments throughout this assessment period. This question and answer session is called Ramp Up and Rap Out.

Additionally, from June until August, the LDC is also offering two classes per month that will walk managers and supervisors through the entire HEAR process, including creating SMART goals, determining the ratings, conducting work progress meetings, and coaching employees.

## Quick tips for supervisors and managers

### Mandatory performance progress meetings

- Document the discussion using the HEAR Progress Form.
- Save meeting documentation for reference during the assessment season.

### Save the dates!

#### Assessment season:

- For non-supervisor
  - Opens** June 1
  - Closes** June 30
- For supervisors and managers
  - Opens** July 1
  - Closes** July 31

### FY15 HEAR plans

- Administer no more than 30 days after completion of the FY14 assessment

### In a jam? Try these resources

- Refer to AP 3-20 and HEAR Process Guidelines
- Visit the HEAR webpage: [www.houstontx.gov/hr/hear.html](http://www.houstontx.gov/hr/hear.html)
- Consult your HEAR Department Administrator.
- Email: [hear@houstontx.gov](mailto:hear@houstontx.gov)

### Project manager message

"There are two things people want more than money and more money...recognition and appreciation!"

Noel A. Pinnock  
Chief Executive Learning Officer  
(Interim)